Deliverable Expectation Document
[Insert Deliverable Title]

CalWIN

EDS

RECORD OF CHANGES

Change Number	Brief Description of Change (include page numbers)	Date	Responsible Party
#Table Text	#Table Text	#Table Text	#Table Text

CalWIN Project

DED - [Insert Deliverable Title]

Project Management Considerations

Scope

[Scope consists of one or more paragraphs defining the purpose and/or charter of the deliverable. It defines what the deliverable includes and does not include. The source of the scope comes from the baseline requirements (initially the ITP), any requirements planning sessions, change management process, and any subsequent requirements sessions.]

#Body Text and Bullets (if applicable)

Specifications

[Specifications lists the specific baseline requirements that are essential for this deliverable. List each requirement using the requirement identifier.]

#Body Text (if introduction required)

Requirement Identifier	Requirement Description
#Table Text	#Body Text

Work Product Format

[Work Product Format identifies required documents and their templates/outline, if possible. An example might be a WarnierOrr diagram, an ERD, etc. This is not an exercise to incorporate documents into Word. If templates exist, attach them to this document. Also, provide the medium for development, medium for review, file server location of work products at various stages of development cycle, and the associated attachment that outlines the document or template.]

Documents/Templates that are being used come from either PM2, a specific tool, or are being jointly developed by EDS CalWIN Management Team and the WCDS CalWIN Management Team.

Document/Template	Development Medium/Tool	Deliverable in Development Location	Review Medium/Tool	Deliverable in Review Location	Approved Deliverable Location	Associated Attachment
#Table Text	#Table Text	#Table Text	#Table Text	#Table Text	#Table Text	#Table Text

Schedule

[Schedule identifies planned start and end dates for major milestones/deadlines of the deliverable. The standard high-level tasks common to every deliverable have been pre-filled in the table but should be customized and detail added as appropriate. In addition, provide the location of activities that will not be performed at the project site.]

#Body Text (if introduction required)

Task Name	Duration	Start	Finish	Location
Develop [Insert Deliverable Title]				
Develop Reviewer Matrix				
Develop Review Criteria				
Determine Review Aids				
Conduct Interim Review[1]				
Submit [Insert Deliverable Title]				
Conduct Deliverable Walk-Through[2]				
Review [Insert Deliverable Title]				
Resolve [Insert Deliverable Title]				
Conduct Resolution Session with County (County Specific Deliverables Only)				
Approve [Insert Deliverable Title]				

[1]The number of Interim Reviews is deliverable-specific and should be jointly determined during the development of this DED.

[2]The WCDS Management Team will determine whether a Deliverable Walk-Through is necessary for this particular deliverable during the development of this DED.

Resources

[Resources identifies roles and/or special responsibilities or skills needed during the life-cycle of this deliverable. The intent of the Special Responsibilities or Skills column is not to duplicate information already contained in the Information Technology Agreement (contract) and Resource Plan Roles and Responsibilities, but to note special responsibilities or skills particular to this deliverable. The resources required to review, resolve and/or approve may be a subset of the resources used to build the deliverable. Resources pertaining to all deliverables are pre-filled in the table and should not be removed.]

#Body Text (if introduction required)

Role	Special Responsibilities or Skills
#Table Text	#Table Text or Bullets
CalWIN Management Team	Resolve any issues that are escalated to them via the Issue Management Process Participate in review, resolution and approval of the deliverable.
County CalWIN Managers	Resolve any issues that are escalated to them via the Issue Management Process.
EDS CalWIN Management Team	Assure all necessary resources are available and understand the task to be completed.
WCDS CalWIN Project Manager	Approve deliverable.

Role	Special Responsibilities or Skills
WCDS Directors Conference	Resolve any issues that are escalated to them via the Issue Management Process.

Risk

[Risk identifies risk items that are associated with this deliverable. List each risk from the Risk Management Plan using the risk identifier. List each critical issue from the Issue Tracking System using the issue identifier. In addition, list any risk associated with this deliverable that has not been identified.]

#Body Text (if introduction required)

Risk/Issue Identifier	Risk/Issue Description
#Table Text	#Table Text

Communication

[Communication identifies formal communication items that are associated with this deliverable. Review the Schedule and Resource sections of this DED when planning communication items.]

#Body Text (if introduction required)

Communication Item	Audience	Frequency	Media	Responsibility	Date
#Table Text	#Table Text	#Table Text	#Table Text	#Table Text	#Table Text

Financial

[Financial identifies the sharing arrangement, claiming categories, whether or not payment is to be advanced, planned date of invoice, and invoicing considerations. The defaults have been noted, but each area should be reviewed for applicability to this particular deliverable.]

#Body Text (if introduction required)

Sharing Arrangement:	Shared Deliverable
Claiming Categories:	100% generic
Payment of Invoice to be Advanced (Y or N):	No
Planned Date of Invoice:	
Invoicing Considerations:	Invoice to all counties in the approved format and periodic timeframes.

Quality Assurance

[Quality Assurance identifies lessons learned from past deliverables and are pertinent to this deliverable.]

#Body Text

Contractual References

[Contractual References identifies requirements within the Information Technology Agreement (contract) that tie to this deliverable. The Program Management Office will assist in determining the appropriate entries. Contractual References pertaining to all deliverables are pre-filled in the table and should not be removed.]

#Body Text (if introduction required)

Contractual Requirement Identifier	Contractual Requirement Description
#Table Text	#Body Text
1.69	Specifications. The mutually agreed upon written specifications that define the requirements and Approval criteria, as described in Exhibit J, Exhibit K, subsequent COUNTIES'-approved Deliverables, and the hardware and software manufacturers' or licensors' (as applicable) published and periodically updated Documentation and specifications. Such Specifications must be in compliance with all applicable State and Federal policies, laws and regulations, as interpreted by COUNTIES and described in COUNTIES'-approved Deliverables. In the event of a contradiction, conflict or inconsistency between prior statements of requirements and a later COUNTIES'-approved Deliverable, the contradiction, conflict or inconsistency shall be resolved in favor of the latest COUNTIES'-approved Deliverable except in the case where a previous documented requirement is inadvertently omitted or not addressed directly in a subsequent Deliverable. No requirements can be omitted from the Specifications without the written consent of COUNTIES' Project Manager.
3.2.1	Prior to the initiation of VENDOR's work on any Deliverable, VENDOR shall provide COUNTIES a recommended format for the Deliverable for its review and Approval in accordance with the PCD. No Deliverable shall be accepted for review by COUNTIES without a pre-approved format. These formats shall be consistent with work products which can be produced using the methods and tools proposed to be employed by VENDOR in Exhibit K.
3.2.2	Unless identified as requiring an individual COUNTY's Approval, all Approvals will be granted by the COUNTIES' Project Manager based on recommendations by the COUNTIES' Staff. Such recommendations will be based upon an evaluation of VENDOR's performance against Specifications in accordance with the Approval process set forth herein and in a timeframe specified in the PCD. Specific procedures for reviewing and giving Approval or rejection of the Deliverables, including, but not limited to, the identification of required COUNTY Approval procedures such as those required for Local Office Hardware and a COUNTY Telecommunications Design Deliverable, will be documented prior to the execution of this Agreement by the parties. VENDOR acknowledges that it will work with the COUNTIES' Project Manager to establish procedures for reviewing and giving Approval or rejection of the Deliverables and will incorporate such procedures into the PCD. VENDOR and COUNTIES shall cooperatively work together in connection with the development and completion of the Deliverables under this Agreement. Notwithstanding COUNTIES' involvement in participating in the development of certain of the Deliverables, all Deliverables shall be subject to COUNTIES' Approval, and VENDOR shall be responsible for providing COUNTIES with the Deliverables according to the PCD and the Specifications in this Agreement subject to Section 6.3 and Section 22.7.2. VENDOR shall utilize the Deliverables for which COUNTIES have previously granted Approval, VENDOR's expert knowledge, and this Agreement as the basis of the Deliverables.
3.2.3	During progress of work on all Deliverables and upon request by COUNTIES, VENDOR will provide COUNTIES with a copy of any preliminary or interim drafts of Deliverables. In such event, COUNTIES shall review such preliminary or interim drafts and provide VENDOR with informal comments relative to the potential acceptability.
3.2.4	COUNTIES may determine in advance that a Deliverable is potentially unacceptable because of reasons of nonconformity with the Specifications. COUNTIES shall notify VENDOR in writing prior to the due date of such potential non-approval. Such notice will delineate reasons for the

Contractual Requirement Identifier	Contractual Requirement Description
	potential non-conformity. If VENDOR submits the Deliverable without conforming to the Specifications COUNTIES may reject the Deliverable. In such cases the Deliverable shall be deemed as not having been delivered.
3.2.5	Following delivery of a Deliverable, COUNTIES shall within the timeframe set forth in the PCD, assess the Deliverable to determine whether or not it conforms to the Specifications. COUNTIES will provide Approval for the Deliverable if it meets the approved format and the Specifications for that Deliverable except for Cosmetic Errors. However, if an Error other than a Cosmetic Error is found, COUNTIES shall give VENDOR a single consolidated written notice of all Errors found in the Deliverable with such notice delineating Errors used as the grounds for COUNTIES' non-approval.
3.2.6	VENDOR shall promptly and in accordance with the PCD, correct Errors described to VENDOR in the notice(s) of non-approval from COUNTIES. After VENDOR has corrected the Errors, except for Cosmetic Errors, COUNTIES shall verify whether the Deliverable lacks Errors except for Cosmetic Errors and in writing shall either give its Approval of such Deliverable or provide VENDOR a single, consolidated written notice of all Errors that remain uncorrected, with such notice delineating Errors used as the grounds for COUNTIES' non-approval. COUNTIES' review of Deliverables, and other corrections of Errors identified by COUNTIES, shall be in accordance with the time frames therefor set forth in the PCD and, if no time is otherwise specified in the PCD, each review shall be completed within 10 working days from receipt thereof.
3.2.7	If VENDOR corrects all Errors, except Cosmetic Errors in the Deliverable, which then is found by COUNTIES to lack Errors, except Cosmetic Errors, COUNTIES shall promptly, in accordance with the PCD, give VENDOR their Approval therefor. If VENDOR is unable to correct all Errors, except Cosmetic Errors, in the Deliverable within the number of days indicated in the PCD following the Deliverable's delivery date, COUNTIES may, at their option: 3.2.7.1 terminate the Agreement as described in Section 24.3; 3.2.7.2 request VENDOR to provide a replacement Deliverable for further review; or 3.2.7.3 continue reviewing the Deliverable and require VENDOR to continue correcting the Deliverable until Errors, except Cosmetic Errors, are corrected or eliminated.
3.2.8	Cosmetic Errors which have been found by either party must be corrected by VENDOR prior to the release of the Deliverable Withholds by COUNTIES as provided in Section 4.2.3.
3.2.9	By submitting a Deliverable, VENDOR represents that, to the best of its knowledge, it has performed the associated tasks in a manner which will, in concert with other Tasks, meet the Specifications. By unconditionally giving Approval for a Deliverable, COUNTIES represent only that they have reviewed the Deliverable and detected no Errors of sufficient gravity to warrant withholding or denial of payment for the Service completed except as specifically provided herein. COUNTIES' Approval of a Deliverable does not discharge any of VENDOR's comprehensiveness, functionality, effectiveness or certification of the Deliverable, subsequent Deliverables or the CalWIN as a whole.
3.2.10	VENDOR shall provide COUNTIES with copies of all written Deliverables in hard copy and in electronic formats, using mutually agreeable, commercially available software. Note: See Work Product Format section above for agreements pertinent to this deliverable.
3.2.11	COUNTIES' Approval of any Deliverable will entitle VENDOR to submit, and obligate COUNTIES to pay a correct invoice for payment in accordance with Exhibit G and Section 4.2.

Contractual Requirement Identifier	Contractual Requirement Description
3.3.1.2	Time is of the essence in connection with VENDOR's performance of the Services by the Key Milestones subject to the impact of delays on the Critical Path, as described in Section 6.3 and Section 22.7.2

Technical Considerations

Capacity Planning

[Capacity Planning identifies capacity planning considerations pertinent to this deliverable.]

#Body Text

Performance

[Performance identifies system performance considerations pertinent to this deliverable.]

#Body Text